

Job Description

Customer Success Representative

Reports to: Eastern or Western Sales Manager

About Mizuno

It is the responsibility of every Mizuno USA teammate to champion our Mission and commitment to one another and athletes everywhere as they strive for ultimate achievement at every level of competition. Are you a competitor driven by overcoming extraordinary challenges? Are you motivated by being a critical team member versus a limited role player? Do you aspire to make a difference with a brand that strives to do more in the communities in which we serve?

If so, then Mizuno USA team is recruiting top draft picks and free agents to transform the challenger brand that is Mizuno! Let us know if you're game ready!

Summary

The Team:

The Team Sales Center of Excellence (TSCOE) (Team Accelerated Sales Corps) TASC) supports Mizuno's businesses in uncovering, nurturing, and closing sales opportunities. Teams consisting of Sales Development Representatives (SDR), Account Executives (AEs) and Customer Success Representatives (CSRs) work alongside Dealers, Promotional Partners and Organizations to secure Mizuno Team business to amateur sports organizations within their assigned territories.

Basic Qualifications

- Customer service or related experience
- Exceptional relationship building/relationship management skills to establish rapport, trust and confidence with potential customers and dealer network.
- Excellent written and oral communications skills and interpersonal skills
- Proficient in Microsoft Office suite – strong PowerPoint and Excel skills critical
- Familiarity with CRM systems and their usage
- Demonstrated ability to take initiative and interact with all levels of management
- Ability to work autonomously while being a team player

Other Qualifications

- 4-year college degree or 5 plus years related business experience
- Quick learner with high energy and creative problem-solving skills
- Detail oriented, ability to adapt to changing environment
- Energetic, enthusiastic and organized
- Ability to deliver presentations and public speaking engagements.
- Ability to effectively manage a budget and stay within guidelines.
- Competitive sports background preferred

Essential Duties and Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Customer Success Representative is the foundation of the sales process, responsible for nurturing existing customers and executing orders for business within their assigned territory. The CSR will perform a wide variety of activities focused on ensuring our customer's success including order/return entry and management, recommending alternative solutions to customer problems, cultivating new opportunities with dealer partners while working with their SDR and AE teammates to drive sales as a group. The Customer Success Representative will serve as the primary day to day contact for their customer base.

This role involves:

- Help customers via phone and/or email and online chat to ensure they have the best possible experience and solution to their needs
- Triage and resolve customer support inquiries/issues effectively and in a timely manner.
- Managing the development and execution of sales objectives
- Execution of account sales plans and then meet and exceed sales goals (quotas) through superior customer service and outbound inquiries
- Provide alternate product solutions based on timing, cost and inventory in a timely manner
- Maintains and reports regularly on a pipeline of sales activity, revenue forecasts and closing timetables through CRM system.
- Updates customer communication and contact information in CRM.
- Provide feedback and recommended sales strategies, to include summary of issues and possible solutions
- Meet personal/company monthly, quarterly and annual goals
- Collaborate with designated sales team to achieve common goals and quota
- Collaborate with management to improve processes and outcomes
- Multitask while maintaining attention to detail and quality
- Nurture and expand the company's relationship within existing dealer base.
- Practice effective, excellent communication with management, customers, prospects and support staff

Whenever possible, Mizuno USA, Inc. strives to promote from within if the skills and necessary qualifications meet the requirements for the position. Internal and external candidates will be considered for the position and the best candidate will be hired.

Mizuno USA, Inc. is an Equal Opportunity Employer: All qualified applicants will receive consideration for employment and will not be discriminated against based on their race, gender, disability, veteran status or other protected classification.

EOE M/F/D/V